

Complaints Publication Report

Firm Name Lowell Financial Limited
 Period Covered 1st January 2020 to 30th June 2020
 Names Covered Lowell Financial Limited & Lowell Portfolio I Ltd

	Complaints Per 1000 Accounts	Number of Complaints Opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld
Debt purchasing*	0.7	477	506	41%	59%	31%
Debt collecting	0.95	6,359	6,709	46%	53%	40%

• *Includes complaints in relation to the underlying debt that has been purchased but not complaints about the collection of that debt